

CANCELLATION POLICY



CANCELLATION POLICY | CAMPUS EXPERIENCE REAL MADRID FOUNDATION 2026

This cancellation policy applies to all registrations made for the **Campus Experience Real Madrid Foundation 2026**.

All cancellation requests must be submitted **in writing** to Soccer Camps International.

Refund and date-change conditions vary depending on when the cancellation is submitted and whether the participant has purchased the **PP (Protection Plan)**.

1. Cancellations made more than 60 days before the start of the Campus

- **Without PP:** 75% refund of the amount paid, or the option to change dates.
- **With PP:** 80% refund of the amount paid, or the option to change dates.

2. Cancellations made between 60 and 30 days before the start of the Campus

- **Without PP:** No refund will be issued. A date change will be the only option available.
- **With PP:** 75% refund of the amount paid, or the option to change dates.

3. Cancellations made less than 30 days before the start of the Campus

- **Without PP:** No refunds or date changes will be accepted, regardless of the reason.
- **With PP:** No refunds or date changes will be accepted, regardless of the reason.

4. Cancellations during the Campus (force majeure)

No refunds or date changes will be granted for cancellations submitted **after the Campus has begun**, regardless of the cause.

5. Voluntary withdrawal or expulsion

In cases of **voluntary withdrawal** by the participant or **disciplinary expulsion**, no refund or financial recovery will be provided for unused days.

6. Special cases

In **exceptional and duly justified circumstances**, the organization may evaluate the situation individually, **provided the corresponding supporting documentation** is submitted.

7. Refund processing

Refunds, where applicable, will be processed **within up to 2 months following the cancellation of the reservation**.

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DATA PROTECTION POLICY

You can access the Data Protection Policy through the following [link](#).

GENERAL TERMS AND CONDITIONS:

Through this document, you will find information about: the activity, internal regulations, ethical code and mandatory codes of conduct, as well as additional information about the internal reporting system (ethics channel) and emergency health insurance.

This policy and these terms and conditions incorporate all information included in the Cancellation Policy, Frequently Asked Questions and any other information provided through the website on which you register, as well as any other documentation relating to the Real Madrid Foundation Campus Experience that may be delivered. All of the above is binding and must be accepted and complied with.

These Policy and General Terms and Conditions may be modified at any time in order to guarantee the proper development of the activity for which you register. Any modifications may be sent through any available means provided by the user and/or their legal representative. We also recommend checking the website regularly.

If you have any questions or comments regarding the Policy and General Terms and Conditions, please contact us.

THE ACTIVITY

The activity carried out by the Real Madrid Foundation has a clear educational focus on values training and is not, under any circumstances, a competitive or professional promotion activity. It is strictly forbidden for Real Madrid Foundation staff and/or any third party involved in the activity to issue any testimony, report, and/or document regarding the technical-sporting abilities of users for the purpose of generating any indication of technical-sporting interest from clubs or sports entities, including Real Madrid C.F., in relation to the user.

The Campus Experience is a values-based training project of the Real Madrid Foundation that offers participants the opportunity to live a team experience through which they can discover and share the values of “madridismo”.

All information about Campus Experience can be found at our website and special attention is recommended to the [Frequently Asked Questions](#) section. For any queries, you may contact us.

INTERNAL REGULATIONS

For the information of both participants and families, a basic internal regime is set out below to guarantee the correct and optimal functioning of the Real Madrid Foundation Campus Experience programs. Non-compliance may result in sanctions or expulsion.

At the beginning of each Campus, group monitors and/or coordinators will explain the internal rules in detail. However, in general, it is mandatory to:

- Respect the schedules.
- Follow the instructions given by Campus staff.
- Refrain from any behavior that harms other participants and/or staff.
- Not smoke or drink alcohol.

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- Not damage the facilities or access unauthorized areas.
- Not use mobile phones.
- Not take or use others' property without permission.

In addition, in the section on [CHILD AND ADOLESCENT PROTECTION](#), a mandatory code of conduct is set out for all participants and parents/guardians.

CHILD AND ADOLESCENT PROTECTION

The Real Madrid Foundation, in compliance with the current regulations on the comprehensive protection of children and adolescents against violence, and in line with its commitment to the 2030 Agenda—specifically Target 16.2: “End abuse, exploitation, trafficking and all forms of violence and torture against children,” under Goal 16 to promote peaceful and inclusive societies—has implemented a risk assessment system, protocols, and procedures that guarantee the fundamental rights of children and adolescents to physical, mental, psychological, and moral integrity against any form of violence, ensuring their free personal development.

In this regard, the Real Madrid Foundation has appointed a Child Protection Officer whom minors may contact via email at proteccionmenor.fundacion@corp.realmadrid.com to express any concerns. This person is responsible for disseminating and ensuring compliance with the protocols established by the Real Madrid Foundation and any third party involved in the activity, as well as initiating the relevant communications in cases where a situation of violence against children or adolescents has been detected.

The Real Madrid Foundation and any other third party involved in the activity will not tolerate any form of abuse and/or harassment in the activities carried out. **It is mandatory for all participants and their families to read and comply with the following Code of Conduct:**

- Respect and not damage the facilities, equipment, and any other objects made available for the activity; keeping them in their assigned place before, during, and after use.
- Not leave the sports facilities or residence without informing my coach or another adult responsible from the Foundation and/or any other third party involved in the activity, and without obtaining permission beforehand.
- Not leave the rooms except in case of emergency and, in such case, immediately inform my monitor.
- Attend the activity with the necessary equipment and appropriate clothing for its practice.
- Respect all established rules.
- Approach the Protection Delegate, my coach, coordinator, or any adult responsible from the Foundation and/or any other third party involved in the activity if I have any questions.
- Not consume any harmful substances (smoking, drinking alcohol, etc.) at any time during my participation in the Real Madrid Foundation Campus.
- Respect all teammates, coaches, and any other individuals participating in the activity and using the facilities.
- Promote fair play and demonstrate sportsmanlike behavior in both victory and defeat.
- Always greet other participants, staff, referees, and any other individuals involved in the activity.
- Accept, with sportsmanship and respect, any event arising in the activity, as well as any decision made by referees or my coaches.
- Be punctual.
- Inform my coaches and staff about any injuries or potential injuries, and about my physical condition, before and during the activity.
- Avoid any discriminatory behavior toward teammates or others directly or indirectly involved in the activity, whether based on sex, age, race, skin color, ethnicity, origin, language, religion,

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ideology, disability, identity, sexual orientation, appearance, economic status, etc.

- Not use my mobile phone during the activity, including in the locker rooms, and not use it to record images and/or audio of teammates, staff, or other persons related to the activity for purposes of harassment of any kind.
- Not fight, insult, abuse, harass, or engage in harmful gestures or actions with any person related to the Foundation or the activity.
- Inform the Protection Delegate if any adult or minor harasses me, assaults me, or behaves suspiciously. Likewise, inform the Protection Delegate if I see or become aware of such situations suffered by any of my peers at proteccionalmenor.fundacion@corp.realmadrid.com.

Along with these commitments, I have the right to:

- Freely develop and enjoy my activities.
- Feel safe in my environment, enjoying protection and being valued for who I am and not for what I am, without discrimination based on sex, age, race, skin color, ethnicity, origin, language, religion, ideology, disability, identity, sexual orientation, appearance, economic status, sporting ability, etc.
- Take part in decisions about my activity, whether regarding goals, methodologies, or other aspects, always in line with my age and maturity.
- Speak and be heard, and be presumed truthful in what I express, especially concerning my safety and concerns.
- Be informed and permanently supported by any adult responsible from the Foundation and/or any other third party involved in the activity, in understanding how to ask for help or request assistance.
- Not be subject to reprisals or negative consequences for any of my actions or reported situations, provided they are made without malicious intent, truthfully, or when reporting any sensitive situation, whether caused by persons from the Foundation and/or any other third party involved in the activity or related to it.
- Receive immediate attention in the event of an accident, injury, or any distressing or concerning situation.
- Leave the activity in which I am participating at the moment I decide to do so.

ETHICAL CODE AND GOOD GOVERNANCE

You are also informed that the Real Madrid Foundation has a compliance program, with its [Ethical Code and Good Governance](#) as a fundamental pillar, applicable to any person with any kind of relationship with the Foundation, including participants and their families.

This code defines the values and guidelines that must govern our activity, and is based, among others, on the principles of ethics, responsibility, integrity, and transparency.

INTERNAL REPORTING SYSTEM (ETHICS CHANNEL)

You are likewise informed that any action, conduct, or behavior contrary to the law and/or to the Ethical Code and Code of Conduct that you become aware of may be reported through:

- Ethics Channel: <https://www.sofidya.com/fundacionrealmadrid/canal-etico>
- Email: cumplimiento.fundacion@corp.realmadrid.com
- For cases involving minors: proteccionalmenor.fundacion@corp.realmadrid.com
- By post: Avda. de las Fuerzas Armadas 402, 28055 Madrid (Spain), addressed to the Compliance Officer and/or the Child Protection Delegate.

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More information is available via the following link:

<https://www.realmadrid.com/es-ES/fundacion/sistema-interno-informacion>

EMERGENCY HEALTH CARE

Regarding urgent health care, you are informed that in the event of injury caused by an accident during sporting activity, such emergency care is covered by a private insurance contract with Sanitas, exclusively in the centers listed in this information.

The Real Madrid Foundation will not cover any amount for services provided at medical centers not authorized by the insurer, nor for beneficiaries who are not registered users, nor for causes or conditions unrelated to the activity in which the user is enrolled, or which are not of an urgent nature.

The Real Madrid Foundation recommends the use of certified sports glasses. The Foundation will not cover the cost of breakage of non-certified glasses during the activity.

Information regarding Sanitas Emergency Insurance:

Rights and obligations of insured persons.

Below is a summary of the rights and obligations under the emergency health care insurance policy in case of accident (hereinafter, the "Insurance Policy"), without prejudice to the fact that the Real Madrid Foundation, as policyholder, has the general and specific policy conditions available for insured persons, where the full scope of coverage, limits, and exclusions is detailed.

1. Applicable legislation

Law 50/1980 of 8 October, Insurance Contract Law. Royal Legislative Decree 6/2004 of 29 October, approving the consolidated text of the Law on the Regulation and Supervision of Private Insurance, and its implementing regulation (Royal Decree 2486/1998 of 20 November).

2. Insured group

Participants enrolled in the Real Madrid Foundation Campus Experience, provided their identifying data have been communicated by the Foundation to Sanitas in order to register them as insured persons.

3. Insurer

SANITAS, S.A. DE SEGUROS (hereinafter, "SANITAS"), registered in the Special Register of Insurance Entities of the Ministry of Economy and Finance under code C-320 and supervised by the Directorate-General for Insurance and Pension Funds.

4. Covered benefits

4.1. EMERGENCY MEDICAL CARE For accidents occurring during activities organized by the Real Madrid Foundation Campus Experience. Care will necessarily be provided at one of the following hospitals contracted by SANITAS for this purpose: **HOSPITAL SANITAS LA MORALEJA, HOSPITAL SANITAS LA ZARZUELA, CLÍNICA CENTRO, HOSPITAL MONTEPRÍNCIPE, HOSPITAL VIRGEN DEL MAR and MILENIUM CENTRO MÉDICO ALCORCÓN**

4.2. Where deemed necessary due to the severity of the injury, ambulance transport will be provided by a service contracted by SANITAS, from the place of the accident to one of the aforementioned care

centers.

5. Exclusions: As expressly established in the general conditions of the Insurance Policy, specifically:

- a) Health-care costs (pending surgical interventions, rehabilitation, etc.) arising from injuries that pre-existed prior to the execution of the contract or that are caused by an illness.
- b) Any type of dental care.
- c) Medical services or specialties not directly related to accidents covered by this contract.
- d) Injuries intentionally caused by the insured, suicide or attempted suicide, and voluntary mutilations.
- e) Injuries and consequences resulting from assaults, fights, or the commission or attempted commission of criminal acts with active involvement of the insured.
- f) Health-care responsibility for injuries suffered in traffic accidents is excluded.
- g) Injuries occurring while the insured is in a state of mental derangement, evident intoxication, or under the influence of drugs or narcotic substances.
- h) Hernias of any kind, lumbago, dorsalgia, cervicgia, and muscle tears that are not the direct result of accidents as defined in the policy.
- i) Pathological processes resulting from the ingestion of spoiled food.
- j) Psychological consequences of any kind.
- k) The policy will not cover any transport or extra-hospital accommodation costs, except for emergency transport from the Sports School to the hospital at the time of the accident covered by the policy.
- l) Any new diagnostic or therapeutic techniques that may arise and are not yet commonly used. SANITAS may include such techniques in the contract once their usefulness and effectiveness have been proven and they are routinely used in public health system hospitals.
- m) Accidents occurring prior to the effective date of the policy, and any benefits arising directly or indirectly from such accidents.
- n) Any type of rehabilitation and/or physiotherapy treatment, except that prescribed by a SANITAS physician as a consequence of the sports accident and limited to a maximum of three months after the accident.

6. Provision of services: Emergency health care will be provided as follows:

- a) Care will be provided exclusively at the following hospitals:
HOSPITAL SANITAS LA MORALEJA, HOSPITAL SANITAS LA ZARZUELA, CLÍNICA CEMTRO, HOSPITAL MONTEPRÍNCIPE, HOSPITAL VIRGEN DEL MAR, and MILENIUM CENTRO MÉDICO ALCORCÓN.
- b) Each time care is required, the insured must identify themselves and provide any documentation requested by the center or by SANITAS.
- c) For any non-urgent care, the insured must obtain prior authorization from SANITAS.
- d) Insured persons who, while on medical leave, practice any sports activity and require medical assistance as a result of such practice are automatically excluded from coverage under this contract.

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e) Examinations, surgical interventions, and/or rehabilitation treatments may only be prescribed by SANITAS health professionals working at one of the aforementioned hospitals.

f) The insured must not pay any amount when attended by physicians or services contracted by SANITAS and must inform SANITAS of any irregularities that may occur in this regard.

g) Under no circumstances may the insured visit two physicians of the same specialty, simultaneously or successively, for the same reason or condition, without prior authorization from SANITAS.

7. Duration of coverage

Coverage applies during the participant's attendance at the Real Madrid Foundation Campus Experience.

Emergency health care will also be covered for the three months immediately following the expiry date of the policy, provided such care is directly caused by accidents occurring during the policy's validity and that were reported and covered during said period.

If the insured requires rehabilitation and/or physiotherapy, it must be prescribed by the physician who discharged the insured from hospital care during the coverage period. In no case will such treatments be covered after the aforementioned three-month period, and the number of sessions will not exceed five (5).

The coverage limit per insured and per policy year for all benefits covered, with the sole exception of the medical examination previously mentioned, is €3,000.

Any service covered by the policy must be provided at healthcare centers designated by SANITAS.

If the insured requires any service outside the scope of this policy, the cost will be borne by the parents or legal guardians of the injured participant, based on their express consent.

8. Complaints procedures

The supervision of the insurer's activity corresponds to the Spanish State and is exercised through the Directorate-General for Insurance and Pension Funds of the Ministry of Economic Affairs and Digital Transformation.

In the event of any type of claim relating to the insurance contract, the Policyholder, the Insured, the Beneficiary, any Injured Third Party, or the heirs or assignees of any of them must submit it for resolution to the Insurer's Complaints Department, by means of a written communication sent to Calle Ribera del Loira nº 52 (28042 Madrid) or to the email address reclamaciones@sanitas.es (Complaints Department). The Department will acknowledge receipt in writing and will issue a reasoned written response within the maximum legal period of two months from the date the claim is submitted.

They may also file an administrative complaint with the Complaints Service of the Directorate-General for Insurance and Pension Funds, once they have proven that either the two-month period has elapsed without resolution or that the complaint has been expressly rejected by the Sanitas Complaints Department.

In any case, they may bring legal action before the competent Courts and Tribunals.

9. Processing of personal data

The personal data of insured persons will be transferred by the Real Madrid Foundation, in its capacity as policyholder, to SANITAS, which will incorporate them into an automated file for the purpose of fulfilling contractual obligations and handling any complaints that may be submitted.

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If the FOUNDATION or the insured do not consent to the inclusion of their data in these files or to their subsequent processing, the insurance contract cannot be carried out.

Data relating to services covered by the policy may be communicated by SANITAS to the FOUNDATION as policyholder.

With regard to personal data processed by SANITAS, we inform you of the following:

- Controller: SANITAS, Sociedad Anónima de Seguros (“Sanitas”), with registered office at C/ Ribera del Loira, 52, 28042 Madrid, Spain.
- Purpose: Your personal data, including health data, will be processed for the following purposes:
 - Formalization, development, and execution of the insurance contract.
 - Provision and coverage of healthcare services under the insurance contract, including obtaining health information from medical professionals.
 - Research for the design of care models related to the insurance contract.
 - Offering and management of care and prevention programs (health promotion services) under the insurance contract.
 - Actuarial risk management, including determining the appropriate premium in each case.
 - Compliance with legal obligations applicable to Sanitas (insurance regulations, tax laws, data protection laws, among others).
 - Analysis of your interests and needs based on data provided by you, including, but not limited to, your health data, personal data generated through services provided by Sanitas, and data obtained through other means.
 - Sending commercial communications by any channel, including electronic means.
 - Carrying out anonymization and pseudonymization procedures of your personal data.
 - Transfer of your personal data to group companies for commercial purposes and for scientific and/or statistical research, as well as to third-party partner companies for commercial purposes.
- Legal basis: Performance of the contract, compliance with legal obligations, legitimate interest, scientific and/or statistical research purposes, and consent, as detailed in the Additional Information.
- Recipients: Group companies and third-party partner companies. In addition, data processors whose international transfers are based on authorization from the Director of the Spanish Data Protection Agency and/or Standard Contractual Clauses.
- Rights: You may exercise your rights of access, rectification, erasure, restriction of processing, objection, and data portability, as well as other rights, as explained in the Additional Information.
- Additional Information: Further information on the processing of your personal data is available at: www.sanitas.es/RGPD